

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

# FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

ORIGINAL

For Commission Use Only:

Case: 08-0311

Regarding a complaint by (Person making the complaint):

Maria Ortiz-Alon

Against (Utility name):

Illinois - American Water

As to (Reason for complaint)

excessive charge for water meter (sprinkler) when said meter was not in use (I have proof). I had a broken pipe after my sprinkler system was flushed for the winter of 2006 and I asked water company to ~~check~~ check to see if there was a leak. They said "no" there was no leak - ~~since I am a business and not a homeowner~~  
in Swansea Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

1719 Naughton Way - Swansea, IL 62226

The service address that I am complaining about is

1719 Naughton Way - Swansea, IL 62226

My home telephone is

(618) 355-9212

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(618) 355-9212

My e-mail address is

N/A

I will accept documents by electronic means (e-mail)

Yes

☒ No

(Full name of utility company)

Illinois - American Water

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Please Consider this form w/o this section being filled due to the fact I do not know & nor does the office on Aging and others I have contacted for help with this form.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

I am not sure

☐ Yes ☐ No

CHIEF CLERK'S OFFICE  
2008 MAY 12 10 48 AM  
ILLINOIS COMMERCE COMMISSION

Please state your complaint briefly. Number each of extra sheet of paper if needed.

*Super Copy  
of my own notes  
as they happened  
and I do have  
proof of photos  
of what is  
stated in my  
notes.*

*Marlyn called 3/31/2008*

*Wants to set up Payment Plan  
I disagree because 1.) no  
explanation I would have  
2 bills when meter installed  
2.) no bill for over 1 year  
3.) no usage in winter months  
4.) Broken Pipe winter of 2006  
to mid summer 2007  
Photos & Proof*

*Also there is a problem  
with utility company adding  
my expense account to  
our home account w/ threat  
to disconnect on 12 May 2008*

Please clearly state what you want the Commission

*Help me clear this name  
because there is a mistake or outright lie on The Part 2 Water Co.*

**NOTICE:** If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 05/09/2008  
(Month, day, year)

Complainant's Signature: M. Ortiz-AlLEN

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

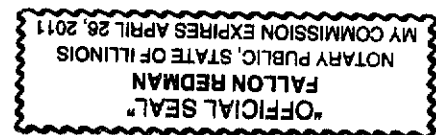
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

#### VERIFICATION

A notary public must witness the completion of this part of the form.

I, M. ORTIZ-ALLEN, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

M. Ortiz-AlLEN  
Complainant's Signature



Subscribed and sworn affirmed to before me on (month, day, year) 05/09/08

Fallon Redman  
Signature, Notary Public, Illinois

(NOTARY SEAL)

**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing.